

ALIEN™ TRILOGY TECHNICAL SUPPLEMENT

If you are experiencing any problems with Alien Trilogy, please take some time to read this technical supplement before calling our technical support number.

MEMORY MANAGEMENT

Alien Trilogy was thoroughly tested before its release. If you are having problems with Alien Trilogy, they are most likely related to how your memory is allocated. Outlined below are some procedures for configuring your computer's memory.

Most personal computers are shipped from the factory with the memory configured to run productivity software. Entertainment software frequently requires a more robust memory configuration. For Alien Trilogy to function properly, we recommend that MS-DOS have a total of at least 450K of conventional memory available. The more conventional memory the merrier, but we have had success in Alien Trilogy at this setting. You will also need at least 6900K of extended memory (XMS). You can check the amount of memory you have by typing MEM [enter] at the DOS prompt (C:\>). The number after "Largest executable program size" is the amount of conventional memory you currently have.

NOTE: Do not include the word [ENTER] when you type any of the commands.

If you are experiencing any type of memory error (i.e. memory allocation, fatal errors, etc.), please execute the following instructions:

If you are using MS-DOS 6.2 or higher, you can solve your memory problems by rebooting the computer and pressing the F8 key when the screen displays "STARTING MS-DOS". DOS will ask you to confirm all of the drivers that need to be loaded and processed in your CONFIG.SYS and AUTOEXEC.BAT files. If you are uncertain as to which drivers should be loaded, refer to the CONFIG.SYS and AUTOEXEC.BAT file examples in this supplement, and/or to your hardware manuals. Note that you may also use a DOS boot disk to simplify the Alien Trilogy start up process. Refer to the next section.

DOS BOOT DISK INSTRUCTIONS

Using a DOS boot disk allows you to free up more memory without altering the CONFIG.SYS and AUTOEXEC.BAT files on your hard drive. Booting your computer from a DOS disk does not prohibit you from accessing your hard drive, but provides you another method of configuring your memory. After you create a DOS boot disk, you will copy your CONFIG.SYS and AUTOEXEC.BAT files onto the boot disk and modify these copies. Use this method to avoid altering the CONFIG.SYS and AUTOEXEC.BAT files on your hard drive, which might affect your memory configuration for running other applications.

WARNING: If you are unsure about how to create a boot disk or feel anything less than 100% confident about doing so, please do not undertake this without assistance. Please refer to our Technical Support number if you need assistance.

1. In order to create a boot disk, you will need a blank formatted disk for your A:\> drive. Please remember to back up your startup files (AUTOEXEC.BAT&CONFIG.SYS) before undertaking the proposed changes. Your hard drive will not operate properly without these files. If your computer starts up automatically with another program (i.e. windows, dosshell, etc.) you will have to exit from this program. After doing so, you should see the following prompt :
C:\>
2. Insert the blank formatted diskette in the A drive and at the C:\> prompt, Type SYS A: [enter]
The screen should display SYSTEM TRANSFERRED. Remember: It is very important that you use the A:\> drive for the boot disk. Booting from the B:\>-drive will not work.
3. Type: COPY C:\CONFIG.SYS A: [enter]
The screen should read 1 file copied.
Type: COPY C:\AUTOEXEC.BAT A: [enter]
The screen should read 1 file copied.

4. Now we have to edit your startup files (CONFIG.SYS and AUTOEXEC.BAT) on the boot disk in order for the boot disk to work. To simplify this process, you may wish to make a printout of your current startup files. You may then use your printout of the startup files as a reference sheet. You will need to remove any extraneous drivers and TSR/memory resident programs; i.e. mouse drivers, anti-virus TSRs, disk caching programs, etc.

5. Switch over to the A:\> drive by typing A: [enter]

Type EDIT A:\CONFIG.SYS [enter]

The contents of your CONFIG.SYS file should appear on your screen.

The CD-ROM driver, located in the CONFIG.SYS file, will normally contain the driver name (i.e. SBCD.SYS, SLCD.SYS, CDMKE.SYS, CDRVR.SYS, etc.) followed by the device name of your CD-ROM (i.e. /D:MSCD001, SLCD000). Please exclude the mouse driver, SETVER.EXE, SMARTDRV.EXE and the IFSHLP.SYS drivers by adding the word REM at the beginning of the line.

(i.e. REM DEVICE=C:\WINDOWS\IFSHLP.SYS)

Below is an example of what an ideal Alien Trilogy CONFIG.SYS file looks like:

```
DEVICE=C:\DOS\HIMEM.SYS
```

```
DEVICE=C:\MTMCDAI.SYS /D:SLCD000 /F:1 /N:1 (your CD-ROM driver should look similar to this one)
```

```
FILES=40
```

```
BUFFERS=20,0
```

```
STACKS=9,256
```

```
DOS=HIGH,UMB
```

```
DEVICE=????????????
```

(certain sound cards require a line in the config.sys. If you are uncertain as to whether or not you require this line, please refer to your soundcard manuals, your original config.sys or manufacturer for further details)

NOTE: While it is important that your file have the same basic line headings, (i.e., DEVICE=C:\??????), the particular configuration will vary for each computer.

6. You should REM out and/or add whatever lines are needed to conform to this example. When you are finished making the necessary changes, you may save the file and exit by pressing the Alt + F keys to pull down the file menu, then typing X to exit and Y to save.

7. Now you need to edit your AUTOEXEC.BAT files as well. To do so, type:

EDIT A:\AUTOEXEC.BAT [enter]

The contents of your AUTOEXEC.BAT file should appear on your screen.

The soundcard settings, in the AUTOEXEC.BAT file, will usually contain the line SET BLASTER=A??? !? D? T?, where "?" is the number your particular computer uses (refer to the printout of your own startup files).

Below is an example of what an ideal Alien Trilogy AUTOEXEC.BAT file looks like:

```
PATH=C:\DOS
```

```
SET TEMP=C:\DOS
```

```
SET BLASTER=A220 I5 D1 T1 (your soundcard setting should look similar to this one)
```

```
C:\DOS\MSCDEX.EXE /D:SLCD000 (your MSCDEX line should look similar to this one)
```

```
C:
```

```
CD\ACCLAIM\TRILOGY (or whichever directory you have installed the game into)
```

```
TRILOGY
```

8. You should REM out and/or add whatever lines are needed to conform to this example. After you are finished, you may save the file and exit by pressing the Alt + F keys to pull down the file menu, then typing X to exit and Y to save.

Congratulations, you have just made a DOS boot disk. To use it, just reboot the computer by pressing Ctrl+Alt+Delete. Leave the disk in drive A. You should now have your memory correctly configured to play Alien Trilogy.

TROUBLESHOOTING

COMMON QUESTIONS

Q: How do I run the game?

A: To run Alien Trilogy once it is installed onto your hard disk, change into the C:\ACCLAIM\TRIOLOGY by typing:

C: [ENTER]

CD\ACCLAIM\TRIOLOGY [ENTER]

TRIOLOGY [ENTER]

Q: I have a 100% compatible sound card, but I'm not getting any sound. I don't get it!

A: If your sound card is not listed on the box, but is 100% compatible with one of the cards listed, it may have to be put into Sound Blaster emulation mode. Please consult your sound card manual for more information. Or, make certain that there are no IRQ conflicts with the sound card. The digital speech in the game will not be able to play if such a conflict is present. Run the 'SETSOUND' program located in the C:\ACCLAIM\TRIOLOGY directory. Make sure that after you configure the soundcard, the program verifies that the soundcard was configured successfully. If you are still unable to find your settings, contact your sound card manufacturer.

Note for Ensoniq Soundscape/Reveal SFX32 and Gravis Ultrasound Max users: If you are having problems configuring your soundcard, try choosing the "Creative Labs Sound Blaster and 100 % compatibles" driver in the SETSOUND screen. Make sure that the soundcard has been put in FM emulation mode by running the SSINIT utility that is included with the soundcard.

Q: Why does the game crash when I play Alien Trilogy through MS Windows, Windows NT, IBM OS/2 ?

A: Multi-tasking environments such as these can conflict with the game's use of memory and the operating systems' resources. We recommend playing Alien Trilogy directly from DOS or Windows 95, and not through any other operating environment.

Q: The legal and game play screens look distorted/ corrupted. Why?

A: Certain video cards are not compatible with Alien Trilogy in 16 bit color mode. Install Alien Trilogy in 256 color mode to resolve the problem.

Q: When I start Alien Trilogy, the legal and main menu screens are compressed towards the top half of the screen. Why?

A: Certain video cards (mostly Cirrus Logic) are not fully compatible with Alien Trilogy in 16 bit color mode. Install Alien Trilogy in 256 color mode, this should help.

Q: I have a Diamond Viper video card and the game doesn't work correctly. What's wrong?

A: The Diamond Viper PRO Video and the Diamond Viper SE video cards are not fully compatible with this game. Some applications, mostly games, which support double buffering or page flipping will not work properly with this video card. (i.e. Flight Simulator 5.0, Alien Trilogy)

If you are experiencing any other video card problems or distortions, please view the README.TXT FILE located in the C:\ACCLAIM\TRIOLOGY directory. This file contains the latest compatibility information regarding specific video card problems.

ACCLAIM TECHNICAL SUPPORT

PHONE SUPPORT

Acclaim's Technical Support Department can be reached at (516) 759-7800 Monday - Friday from 9 AM to 7PM Eastern Standard Time. You can also reach us at our web page at <http://www.acclaim-nation.com>

If, after reviewing this technical supplement, you are still experiencing problems with Alien Trilogy, please read this section and call us. We have a staff of technicians ready to assist you with any problems you may have. PCs today can have many different hardware and software combinations. Because of this, we may need to refer you to a computer company, hardware manufacturer, or system software publisher in order to properly configure your system. When you do call us, please try to be near your computer. It would be very helpful to have access to a fax machine. Please have the following information ready:

- A listing of your computer type and hardware contents. Specifically, we need all the information on the video card.
- The DOS version and the type, if any, of disk compression software. (i.e. Stacker, DoubleSpace, Superstor, etc..)
- The contents of your CONFIG.SYS and AUTOEXEC.BAT files.
- The contents of the MEM statement. This command displays the current amount of available memory.
- The EXACT error message displayed (if any).
- The brand of sound card, the IRQ, I/O address and DMA setting of that card. (You can find this information in the AUTOEXEC.BAT. Just type:

EDIT AUTOEXEC.BAT [enter]

You should notice a line that looks like this:

```
SET BLASTER=A220 I5 D1 T6
```

The number following the "A" is the sound card's address, "I" is the interrupt, and "D" is the DMA.

Following is a list of some of the most popular video board and sound card manufacturers. If you are experiencing any problems which may be hardware related, please give the appropriate manufacturer a call.

Advanced Gravis

BBS# (604)431-5927
Tech# (604)431-1807
<http://www.gravis.com>

ATI Technologies, Inc.

BBS# (905)764-9404
Tech# (905)882-2626
Main# (905)882-2600
<http://www.atitech.com>

CH Products

BBS# (619)598-3224
Tech# (619)598-2518
<http://www.chproducts.com>

Cirrus Logic

BBS# (510) 440-9080
Tech# (510) 226-2323
Main# (510) 623-8300
<http://www.cirrus.com>

Creative Labs

BBS# (405)742-6660
Tech# (405)742-6622
Main# (405)428-6600
<http://www.creat.com>

Diamond Multimedia

BBS (2400 baud) # (408) 325-7080
BBS (9600+ baud) # (408) 325-7175
Tech # (408) 325-7100
<http://www.diamondmm.com>

Ensoniq

Main# (610) 647-3930
Fax# (610) 647-8980
<http://www.ensoniq.com>

Hercules Computer

BBS# (510)623-7449
Tech# (510)623-6050
<http://www.hercules.com>

Matrox

Tech# 514-685-0270
Faxback#: 514-685-0174
E-Mail: graph_TS@matrox.com
WWW: <http://www.matrox.com>

Media Vision

BBS# (510)770-0527 - 9600 baud
BBS# (510)770-0968 - 2400 - 14.4 baud
Tech# (510)882-1177
Main# (800)770-8600
<http://www.mediaavis.com>

Orchid Technology, Inc.

BBS# (510) 651-6837
Tech# (510) 661-3000
Fax on Demand# (510) 661-3000
CompuServe GO ORCHID
<http://www.orchid.com>

Roland Corp.

Main#(213)685-5141 ext. 770

Stac Electronics

BBS# (619) 794-3711
Tech# (619) 794-7300
StacFax# (619) 431-8585
<http://www.stac.com>

Trident Microsystems

BBS# (415) 691-1165
Main# (415)691-9211

Turtle Beach Systems

BBS# (717) 767-0250
Main# (717) 767-0200
<http://www.tbeach.com>